ICT Project Guidance

Glossary of ICT Specific Terms:   
Service Delivery

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Version:

0.3

## Description

A Glossary of common ICT Terms related to service delivery[[1]](#footnote-2), to establish a common understanding, while reducing duplication of effort in downstream documents.

## Synopsis

Included are the meanings of acronyms and industry terms used to describe aspects of service delivery.

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## Introduction

## Objective

To develop a common understanding of terms used to deliver services with an ICT component.

# Terms & Acronyms

## Delivery Acronyms

#### ADO

: see *Azure DevOps*.

#### ALM

: see Application Lifecycle Management Suite.

#### SMART

: acronym for guiding the development of valuable Requirements and Work Items: Specific (in scope), Measurable (outcomes), Achievable, Relevant and Resource- able, Testable and Time-bound.

## Delivery Terms

#### Acceptance Criteria

: developed by *Test Analysts*, the statements that accompany a *SMART*-ly developed *Work Item*s.

#### Azure DevOps

An Application Lifecycle Management (ALM) suite provided by Microsoft to licensed users.

#### Application Lifecycle Management (ALM) Suite

: a suite of integrated tools to facilitate the delivery of ICT projects. Often composed of one or more of the following services: Work Item Management Service, Code Management (repository) Service, Test management Service, Pipeline Management Service.

#### Epic

: an epic is a *categorisation* of related Features and/or User Stories that cannot be accomplished within a single iteration of a sprint.

#### Feature

: a Feature is a *grouping* of User Stories, generally released together.

#### Task

: a discrete Work Item required to deliver a *User Story*. Depending on the system used, Tasks should be nestable as subtasks, etc.

#### JIRA

: the name (it’s not an acronym) of arguably the most widely used work item management service. While able to be integrated to *Confluence* (a wiki-based CMS) and other services, it is not considered part of an *ALM*. Contrast to *ADO’s Board*.

#### User Story

: a *Work Item* expressed in a manner that remains understandable for Stakeholders. A User Story is deemed incomplete without *Acceptance Criteria* developed by Test Analysts, and Tasks developed by implementors (e.g.: developers).

#### Work Item

: a statement of outcome & effort required, often expressed as an *Epic,* *User Story, Task, Defect*. Work Items of any type should not be referenced from Contracts as they introduce risks of ambiguity that are not present in correct Requirement statements. Work Items descriptions should be *SMART*. Work Items should not be considered complete and ready until they are accompanied with multiple *Acceptance* statements.

#### Work Item Management Service

: a service to manage the categorisation, prioritisation, allocation, etc. of Work Items digitally. Classic examples are JIRA, ADO Boards, etc. Mature work item management services can be integrated with other related services, and may be part of an Application Lifecycle Management (ALM) Suite, such as Azure DevOps (ADO).

#### User Voice Service

: a Service to collect and manage User support, feedback and issue tracking. Not to be confused with a *Work Item Management Service* -- which it is beneficial to be integrated with.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft
  2. Minor updates
  3. Minor updates

### Images

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### Tables

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### References

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### Audience

The document is technical in nature, but parts are expected to be read and/or validated by a non-technical audience.

### Diagrams

Diagrams are developed for a wide audience. Unless specifically for a technical audience, where the use of industry standard diagram types (ArchiMate, UML, C4), is appropriate, diagrams are developed as simple “box & line” monochrome diagrams.

1. Note: not the same as system deployment. [↑](#footnote-ref-2)